



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending March 31, 2013

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.60	2.40	2.50	2.17
B. Operator Answer Time - Information [730.510(a)(1)]	5.67	6.76	5.59	6.01
C. Repair Office Answer Time [730.510(b)(1)]	30.00	18.00	26.00	24.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	24.00	16.00	15.00	18.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	99.34%	99.34%	98.72%	99.13%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.47	1.13	1.57	1.39
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	29	36	31	32
K. Missed Installation Appointments [730.540(d)]	1	1	3	2

Comments



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